

## **Privacy Policy**

**Effective Date: July 1, 2025**

Valor Protection Safety Agency (“Valor,” “we,” “our,” or “us”) is committed to safeguarding your privacy and protecting your personal information. This Privacy Policy explains what data we collect, how it is used, and your rights regarding our use of communication platforms, including our SMS (text messaging) and call system.

### **1. What Personal Information We Collect**

We may collect the following types of information:

- Full name
- Email address
- Mobile phone number
- Location-based information (for safety response coordination)
- Communication preferences
- Service-related notes and interactions
- Any additional details voluntarily provided during your engagement with our agency

### **2. How We Use Your Information**

Your information is used strictly for service-related purposes, including:

- Sending alerts or updates related to your safety, service status, or community incidents
- Providing confirmations for officer dispatch, patrol check-ins, or site activity
- Sharing operational notifications about scheduling, weather disruptions, or emergency actions
- Maintaining internal security, service documentation, and quality assurance

### **3. How We Share Your Information**

We do **not sell, rent, or share** your personal data, including phone numbers collected for SMS communication, with **any third parties or affiliates for marketing purposes under any circumstances**.

We may share limited information only under the following conditions:

- With law enforcement or emergency responders when legally required or for immediate safety
- With authorized property managers or stakeholders directly tied to your location or service area

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- With technology providers solely for the purpose of delivering SMS/call messages (under strict confidentiality and data protection agreements)

### **4. SMS Privacy and Security Commitment**

Phone numbers collected through our SMS opt-in process will:

- Be stored securely using encrypted systems
- **Never** be sold, rented, or disclosed to any external organization for promotional use
- Only be used for direct, service-related communication initiated by or on behalf of Valor Protection Safety Agency

### **5. Data Security Measures**

We employ administrative, physical, and digital safeguards to protect your personal data, including:

- Secure databases
- Role-based access control
- Regular security audits

Only authorized personnel are permitted to access user communication records.

### **6. Data Retention and Removal**

We retain your personal data only for as long as necessary to deliver services and comply with legal or operational requirements. You may request that your data be deleted from our systems by contacting **safety@vpsa.us**.

### **7. Your Rights and Control**

As a user, you have the right to:

- Access the personal information we hold about you
- Correct inaccuracies or update your communication preferences
- Revoke consent to receive SMS messages
- Request deletion of your information from our communication systems

To exercise any of these rights, please contact us at **safety@vpsa.us**.

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## **SMS Terms and Conditions**

### **Consent for SMS Communication:**

The information (Phone Numbers) obtained as part of the SMS consent process will not be shared with third parties for marketing purposes.

### **Types of SMS Communications:**

If you have consented to receive text messages from **Valor Protection Safety Agency**, you may receive messages related to the following:

- Conversational messages

### **Message Frequency:**

Message frequency may vary depending on the type of communication. For example, you may receive up to 10 SMS messages per week related to your Conversational messages.

### **Potential Fees for SMS Messaging:**

Please note that standard message and data rates may apply, depending on your carrier's pricing plan. These fees may vary if the message is sent domestically or internationally.

### **Opt-In Method:**

You may opt-in to receive SMS messages from **Valor Protection Safety Agency** in the following ways:

- Verbally, during a conversation

### **Opt-Out Method:**

You can opt out of receiving SMS messages at any time. To do so, simply reply "STOP" to any SMS message you receive. Alternatively, you can contact us directly to request removal from our messaging list.

### **Help:**

If you are experiencing any issues, you can reply with the keyword HELP. Or, you can get help directly from us at [safety@vpsa.us](mailto:safety@vpsa.us)

### **Standard Messaging Disclosures:**

- Message and data rates may apply.
- You can opt out at any time by texting "STOP."

## Privacy Policy – Valor Protection Safety Agency

- For assistance, text "HELP" or visit our Privacy policy and Terms and conditions pages [www.vpsa.us/contactus](http://www.vpsa.us/contactus)
- Message frequency may vary